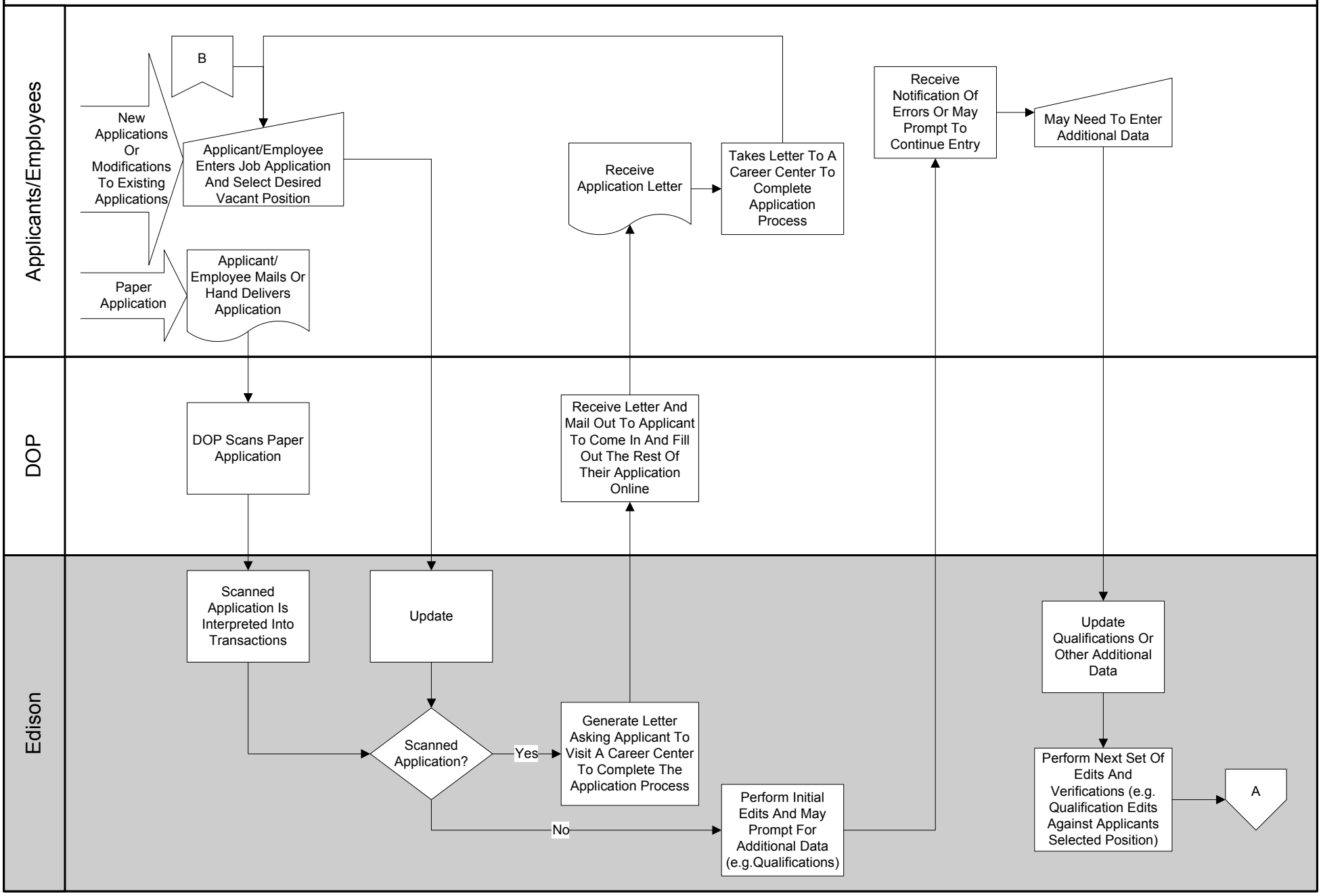
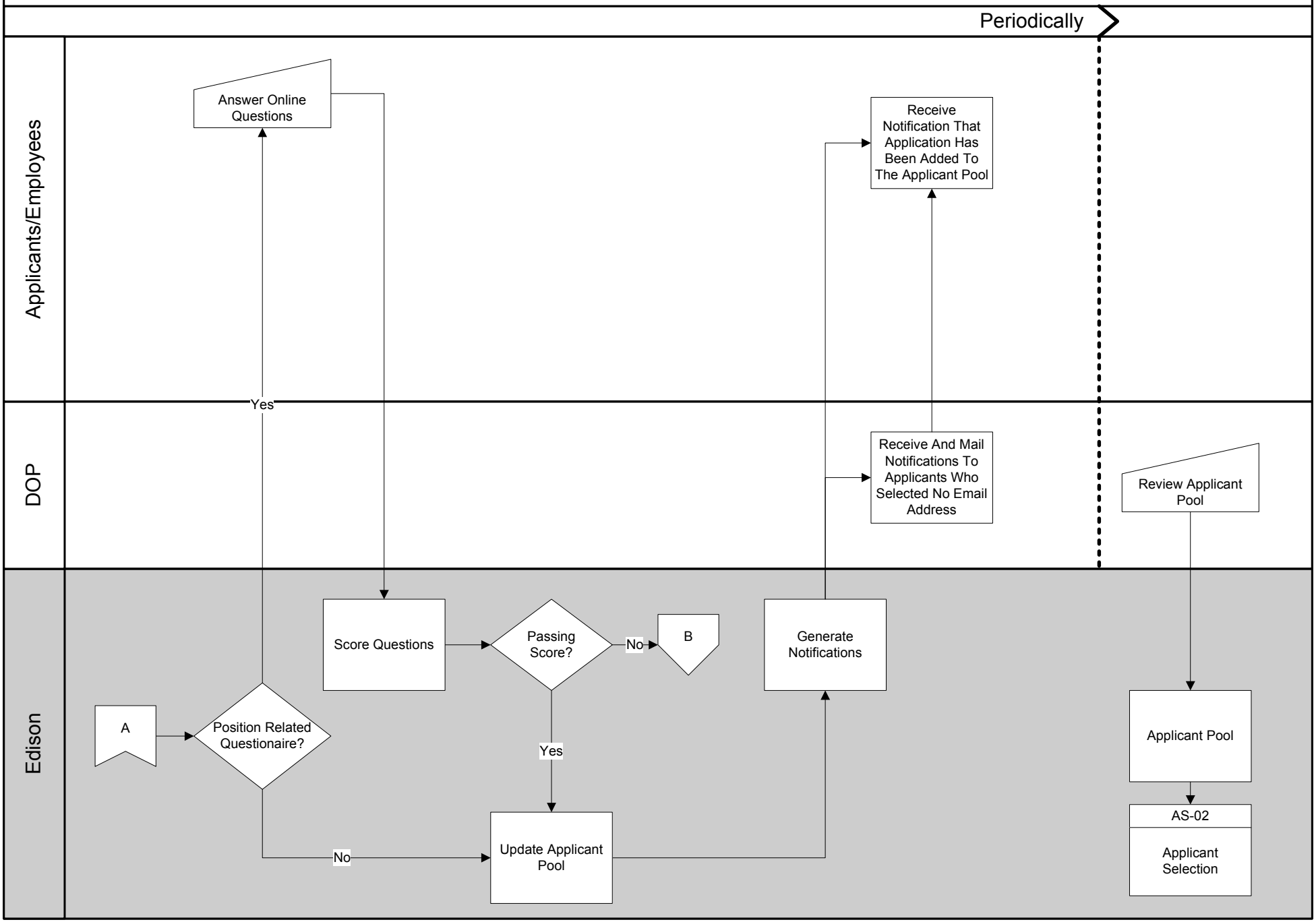
Process: Applicant Services
Sub-Process: AS-01 Application Processing
Prepared By: Project Edison – State of Tennessee

File: To Be AS-01 Application Processing And Testing
Date: 10/21/05
Page: 1/2



Process: Applicant Services
Sub-Process: AS-01 Application Processing
Prepared By: Project Edison – State of Tennessee

File: To Be AS-01 Application Processing And Testing
Date: 10/21/05
Page: 2/2



Process Name: Applicant Services	**Process Identifier:** AS
Sub-Process Name: Application Processing	**Sub-Process Identifier:** AS-01

Sub-Process Purpose and Objectives: Control the processing of applications (online or paper) through the testing process and placement on registers.

Sub-Process Description: Enable applicants to submit their employment application online or make changes to their existing application, and test for job openings based upon their meeting the minimum qualifications for open position.

Applicants will apply one of three ways for open positions: 1) on-line, 2) by mail, or 3) hand deliver their application. Edison will effectively screen, filter, sort and rank applicants based upon their education and experience. The recruiting portion of Edison will edit incoming applications, both postal and online, using workflow-supported processes. It will reject applications that fail to meet the minimum qualifications for the position applied, and send email or postal notification regarding why the application was rejected. If an applicant meets the minimum qualifications, then an electronic or postal invitation will be sent to the applicant to set up an interview for the position, and automatically set up appointments. Edison will maintain all applications that were entered online and the system will have the capability to store supporting scanned documentation. Any paper applications will have the minimum entered into Edison by DOP. Edison will then send a notification asking the applicant to visit a kiosk or any location that has web access to enable them to complete the remainder of the application process. In the future, scanned documents should be loaded into an online application within Edison.

Applicants will be placed on register reports once the application and potential corresponding position questionnaires have been completed, and the score has been automatically generated. These register reports can range from a standard report showing highest to lowest scored applicants to special customized reports that are broken down by specific areas, county codes, districts, etc.

Sub-Process Trigger(s):	**Key Sub-Process Participants:**
• Electronic application submitted • Paper application submitted	• Applicant • DOP

Inputs:

Input	Format	Volume/Time	Suppliers
Applications	Online, Paper	94,740 in 2004	Applicant

Outputs:

Output	Format	Volume/Time	Recipients
Applicant notification	Email, mail		Applicant

Performance Measures Tracked:

Process Name: Applicant Services	**Process Identifier:** AS	
Sub-Process Name: Application Processing	**Sub-Process Identifier:** AS-01	
Measure	**Current Value**	**Target Value**

Law, Policy, or Statute Site That Govern Sub-Process:

Law, Policy, or Statute	Change Required (Yes/No)?
T.C.A. Civil Service regulations, Federal non-discrimination statutes	No

Key Assumptions:

- Applicants will be able to apply online, hand deliver or mail applications for open positions in which they meet the minimum qualifications required for that position.
- Applications will be completed online, either by applicant or DOP staff initiating the online application for those paper applications. Once applications have been entered online, they will be processed, rated and placed on registers automatically with little or no manual processing.
- Rating process will be automated.

Process Name: Applicant Services	**Process Identifier:** AS
Sub-Process Name: Application Processing	**Sub-Process Identifier:** AS-01

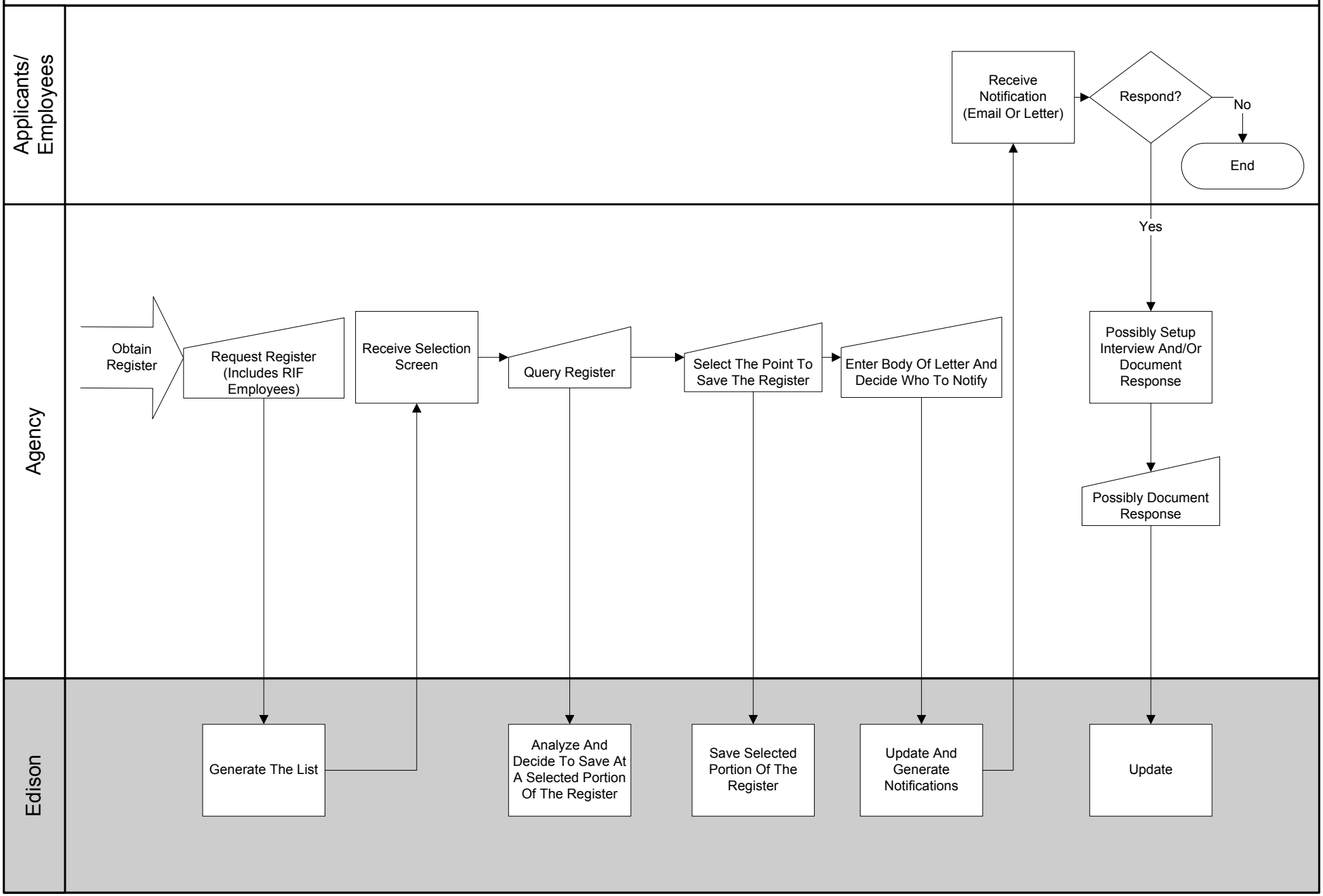
Improvements:

- Ability to process applications immediately upon receipt.
- Reduced paperwork associated with the application process.
- Automation of the applicant rating process and automatic roll-up of component scores.
- Elimination of charge per application payment to NIC for each online application processed.
- Applications for state jobs can be completed online by prospective applicants by utilizing self-service functionality located at a kiosk or arrangements with career centers, libraries or any other web enabled state location.
- Provide the ability to post vacancies in accordance with business rules.
- Enable the system to determine qualified applicants or rank order applicants.
- Provide access to electronic employee/applicant files of previous experience and training (i.e., requires that employees and applicants keep file up to date).
- Full integration with HR new hire process for applicants selected for hiring by State.
- Provide a paperless applicant tracking, screening, and selection process; use workflow to pass forms through the completion and approval process; send electronic reminders/notifications; provide status queries.
- Provide a system-generated applicant log with security rules for access; include rules requiring a predetermined minimum number of applicants before posting can be closed; attach electronic documents.
- Provide electronic “skills” bank of applicants; system generates list of qualified applicants by comparing skills to required/preferred knowledge’s, skills, and abilities.
- Provide imaging to convert paper applications and attachments to electronic format.
- Provide online electronic applications with online processing of forms, self help, rules-based workflow, and electronic notifications.
- Provide scheduling of testing; provide online testing required for rating of certain classes.
- Require applicants to describe how they acquired requirements and preferences rather than simply listing their education and experience.
- Ability for applicant or DOP to review status of all applications and registers for an applicant.
- Enhanced search capabilities to match current state employees with the skill set requirements for open positions in state government.
- Accurate on-line notification of applicant test results, including component scores.
- Email notification to applicants of scheduled testing, results, status, etc.

Process Name: Applicant Services	**Process Identifier:** AS
Sub-Process Name: Application Processing	**Sub-Process Identifier:** AS-01
Change Management Concerns: • Potential data entry could increase due to the acceptance of paper applications. • Staff adjustment to a “paperless” environment	**Communication Actions:** •
Eliminated Non-Core Systems: • NIC Online Application • Testing system • TEAMS • E-process	

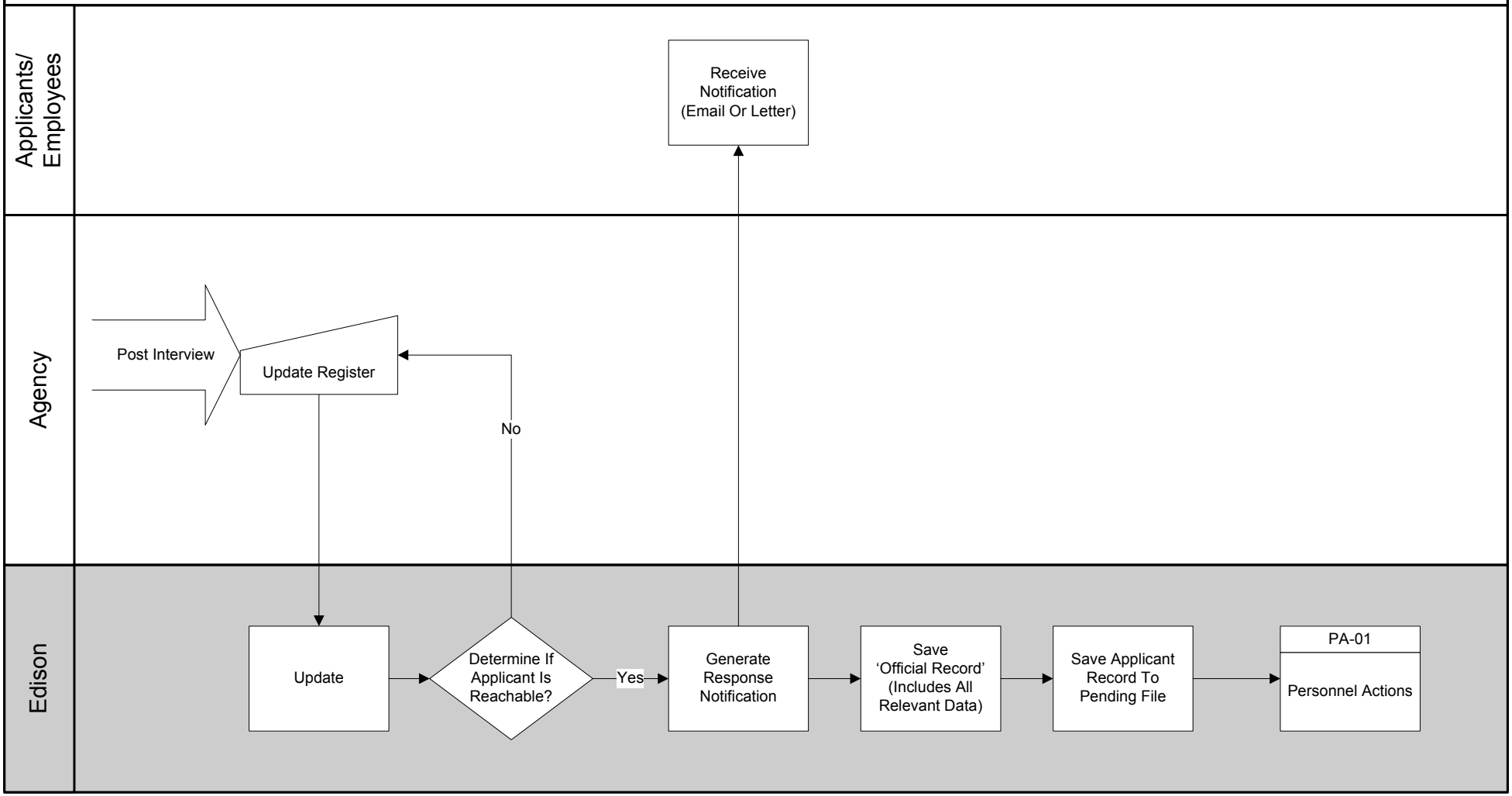
Process: Applicant Services
Sub-Process: AS-02 Applicant Selection
Prepared By: Project Edison – State of Tennessee

File: To Be AS-02 Applicant Selection
Date: 10/21/05
Page: 1/2



Process: Applicant Services
Sub-Process: AS-02 Applicant Selection
Prepared By: Project Edison – State of Tennessee

File: To Be AS-02 Applicant Selection
Date: 10/21/05
Page: 2/2



Process Name: Applicant Services	**Process Identifier:** AS
Sub-Process Name: Applicant Selection	**Sub-Process Identifier:** AS-02

Sub-Process Purpose and Objectives: Manages the selection of applicants to fill career service vacancies in accordance with Civil Service laws, rules and policies.

Sub-Process Description: The applicant selection process begins with the identification of a career service position that needs to be filled. If there is a freeze in filling positions in effect, the agency must request freeze exemption before beginning this process. If there is not a freeze in effect or the agency gains approval to fill the position through the freeze process, the agency may go ahead and request a register. The agency reviews the register options, including appointment and promotional registers to determine the optimal candidate list to fill the position. Employees on the Reduction in Force (RIF) list will appear as appropriate on the particular register requested. The agency determines how many applicants will be contacted to fill the position and "saves" the list as the official register that will be used to fill the position. The agency will enter the body of the interview letter in Edison, and based on the applicant's selected notification method (e-mail or letter) Edison will send either an e-mail message or generate a letter with appropriate mailing addresses to be mailed to the applicant. The applicant will respond to set up an interview, give a reason for not interviewing or not respond to the interview letter at all. Once all interviews are conducted, the responses will be documented in Edison. Based on the responses, Edison will perform edits to determine whether the applicant(s) selected was reachable (within the top 5 on an appointment register or within the top 3 on a promotional register). Edison will generate response letters (including letters to applicants not selected) to the applicants as e-mail or letter notification and update the applicant's record appropriately. The register used to fill the position(s) along with all relevant data will become an official record in Edison. At any point in the process the agency may elect to cancel the register or let it expire after the 28 day period. These registers may also be updated with responses from applicants and they will also become an official record in Edison.

Edison will save the applicant record to a pending file, and this process will transfer to Personnel Actions (PA-01) for the candidate to be hired.

Sub-Process Trigger(s):	**Key Sub-Process Participants:**
• Obtain Register • Post Interview	• Applicants/Employees • Agency

Inputs:

Input	Format	Volume/Time	Suppliers
Register	Online		Agency

Outputs:

Output	Format	Volume/Time	Recipients

Process Name: Applicant Services		**Process Identifier:** AS	
Sub-Process Name: Applicant Selection		**Sub-Process Identifier:** AS-02	
Official Register Document	Database	7,500	
Notification Letters/e-mails	Paper/electronic		

Performance Measures Tracked:

Measure	Current Value	Target Value
Number of Registers Worked, Canceled or Expired by Agency		

Law, Policy, or Statute Site That Govern Sub-Process:

Law, Policy, or Statute	Change Required (Yes/No)?
TCA 8-30-101 – 8-30-333	No

Key Assumptions:

- RIF employees will be added to the system.
- Edison will be able to generate agency specific registers.
- Edison will be able to determine that applicants are eligible for selection based on civil service law.

Process Name: Applicant Services	**Process Identifier:** AS
Sub-Process Name: Applicant Selection	**Sub-Process Identifier:** AS-02

Improvements:

- Automate the generation of interview letters.
- Notification to applicants through e-mail or US Mail.
- Enable the system to determine qualified applicants or rank order applicants.
- System will provide the ability to post vacancies in accordance with business rules.
- System will provide access to electronic employee/applicant files of previous experience and training (i.e., requires that employees and applicants keep file up to date).
- Full integration with HR new hire process for applicants selected for hiring by State.
- Provide a streamlined centralized process.
- Provide a paperless applicant tracking, screening, and selection process; use workflow to pass forms through the completion and approval process; send electronic reminders/notifications; provide status queries.
- Provide a system-generated applicant log with security rules for access; include rules requiring a predetermined minimum number of applicants before posting can be closed; attach electronic documents.
- Provide imaging to convert paper applications and attachments to electronic format.
- Provide online electronic applications with online processing of forms, self help, rules-based workflow, and electronic notifications.
- Provide scheduling of testing; provide online testing
- Require applicants to describe how they acquired requirements and preferences rather than simply listing their education and experience.
- Set up kiosks or arrangements with career centers, libraries or any other web enabled state location for applicants who do not have access to computers.
- On-line review of status of all applications/registers for an applicant.
- Automation of RIF process

Change Management Concerns:	**Communication Actions:**
•	•

Eliminated Non-Core Systems:

-

Process Name: Applicant Services	**Process Identifier:** AS
Sub-Process Name: Applicant Selection	**Sub-Process Identifier:** AS-02

Sub-Process Purpose and Objectives: Manages the selection of applicants to fill career service vacancies in accordance with Civil Service laws, rules and policies.

Sub-Process Description: The applicant selection process begins with the identification of a career service position that needs to be filled. If there is a freeze in filling positions in effect, the agency must request freeze exemption before beginning this process. If there is not a freeze in effect or the agency gains approval to fill the position through the freeze process, the agency may go ahead and request a register. The agency reviews the register options, including appointment and promotional registers to determine the optimal candidate list to fill the position. Employees on the Reduction in Force (RIF) list will appear as appropriate on the particular register requested. The agency determines how many applicants will be contacted to fill the position and "saves" the list as the official register that will be used to fill the position. The agency will enter the body of the interview letter in Edison, and based on the applicant's selected notification method (e-mail or letter) Edison will send either an e-mail message or generate a letter with appropriate mailing addresses to be mailed to the applicant. The applicant will respond to set up an interview, give a reason for not interviewing or not respond to the interview letter at all. Once all interviews are conducted, the responses will be documented in Edison. Based on the responses, Edison will perform edits to determine whether the applicant(s) selected was reachable (within the top 5 on an appointment register or within the top 3 on a promotional register). Edison will generate response letters (including letters to applicants not selected) to the applicants as e-mail or letter notification and update the applicant's record appropriately. The register used to fill the position(s) along with all relevant data will become an official record in Edison. At any point in the process the agency may elect to cancel the register or let it expire after the 28 day period. These registers may also be updated with responses from applicants and they will also become an official record in Edison.

Edison will save the applicant record to a pending file, and this process will transfer to Personnel Actions (PA-01) for the candidate to be hired.

Sub-Process Trigger(s):	**Key Sub-Process Participants:**
• Obtain Register • Post Interview	• Applicants/Employees • Agency

Inputs:

Input	Format	Volume/Time	Suppliers
Register	Online		Agency

Outputs:

Output	Format	Volume/Time	Recipients

Process Name: Applicant Services		**Process Identifier:** AS	
Sub-Process Name: Applicant Selection		**Sub-Process Identifier:** AS-02	
Official Register Document	Database	7,500	
Notification Letters/e-mails	Paper/electronic		

Performance Measures Tracked:

Measure	Current Value	Target Value
Number of Registers Worked, Canceled or Expired by Agency		

Law, Policy, or Statute Site That Govern Sub-Process:

Law, Policy, or Statute	Change Required (Yes/No)?
TCA 8-30-101 – 8-30-333	No

Key Assumptions:

- RIF employees will be added to the system.
- Edison will be able to generate agency specific registers.
- Edison will be able to determine that applicants are eligible for selection based on civil service law.

Process Name: Applicant Services	**Process Identifier:** AS
Sub-Process Name: Applicant Selection	**Sub-Process Identifier:** AS-02

Improvements:

- Automate the generation of interview letters.
- Notification to applicants through e-mail or US Mail.
- Enable the system to determine qualified applicants or rank order applicants.
- System will provide the ability to post vacancies in accordance with business rules.
- System will provide access to electronic employee/applicant files of previous experience and training (i.e., requires that employees and applicants keep file up to date).
- Full integration with HR new hire process for applicants selected for hiring by State.
- Provide a streamlined centralized process.
- Provide a paperless applicant tracking, screening, and selection process; use workflow to pass forms through the completion and approval process; send electronic reminders/notifications; provide status queries.
- Provide a system-generated applicant log with security rules for access; include rules requiring a predetermined minimum number of applicants before posting can be closed; attach electronic documents.
- Provide imaging to convert paper applications and attachments to electronic format.
- Provide online electronic applications with online processing of forms, self help, rules-based workflow, and electronic notifications.
- Provide scheduling of testing; provide online testing
- Require applicants to describe how they acquired requirements and preferences rather than simply listing their education and experience.
- Set up kiosks or arrangements with career centers, libraries or any other web enabled state location for applicants who do not have access to computers.
- On-line review of status of all applications/registers for an applicant.
- Automation of RIF process

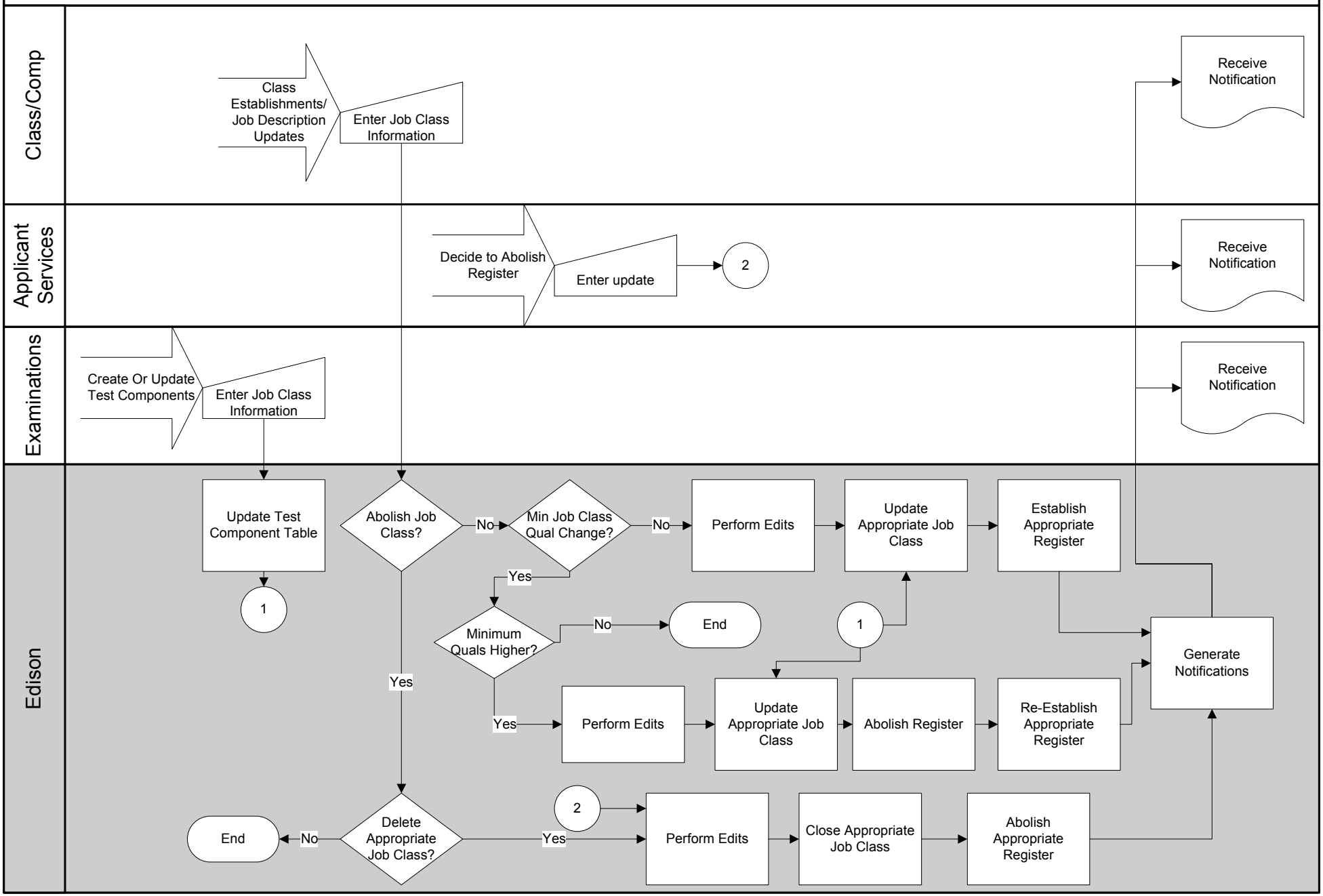
Change Management Concerns:	**Communication Actions:**
•	•

Eliminated Non-Core Systems:

-

Process: Applicant Services
Sub-Process: AS-03 Application Register Processing
Prepared By: Project Edison – State of Tennessee

File: To Be AS-03 Application Register Processing
Date: 10/21/05
Page: 1/1



Process Name: Applicant Services	**Process Identifier:** AS
Sub-Process Name: Application Register Processing	**Sub-Process Identifier:** AS-03

Sub-Process Purpose and Objectives: Update job descriptions and establish job classes as needed, based on changes made by Class/Comp and/or Examinations Divisions to competitive Career Service classifications and/or examinations associated with a classification.

Sub-Process Description: Class establishments and updates to job descriptions are initiated when the Class/Comp Division abolishes a classification that is Career Service (Civil Services) and requires a competitive examination. Register establishments are initiated after the Class/Comp establishes a new classification and the Examinations Division has developed the appropriate examination materials (e.g., written test, training and experience rating guideline) for that classification. Registers are abolished and then re-established when the minimum qualifications for an existing job classification are changed and are now more restrictive and/or when the examination method or content for that job classification are changed (e.g., revised written test or revised rating guideline). Class/Comp, Examinations and Applicant Services receive notification of the final announcement.

Sub-Process Trigger(s):

- Class Establishments
- Job updates
- Create or update test components

Key Sub-Process Participants:

- Applicant Services
- Examinations Division
- Class/Comp

Inputs:

Input	Format	Volume/Time	Suppliers
Job updates	Manual		Class/Comp, Examinations
Abolish/Re-establish Register	Edison		Applicant Services

Outputs:

Output	Format	Volume/Time	Recipients
Classifications scheduled for opening	Email	10 p/year	Applicant Services
Job Description Updates	Manual	13 p/year	Examinations Division, Class/Comp
Update Edison	Manual	56 p/year	Class/Comp, Examinations Division

Performance Measures Tracked:

Process Name: Applicant Services	**Process Identifier:** AS	
Sub-Process Name: Application Register Processing	**Sub-Process Identifier:** AS-03	
Measure	**Current Value**	**Target Value**

Law, Policy, or Statute Site That Govern Sub-Process:	
Law, Policy, or Statute	**Change Required (Yes/No)?**
TCA Civil Service regulations, Federal non-discrimination statutes	No

Key Assumptions:

- Monitor weekly exam announcements for closing dates
- System will track appropriate closing date of announced class
- System will calculate Final Earned Rating (FER)
- Public and/or State Employees will be notified of register abolishment/re-establishment

Process Name: Applicant Services	**Process Identifier:** AS
Sub-Process Name: Application Register Processing	**Sub-Process Identifier:** AS-03

Improvements:

- Website will be updated in real-time.
- Automatically establish, re-establish and/or abolish Registers.
- Ability to process applications immediately upon receipt.
- Reduced paperwork associated with the application process.
- Automation of the candidate rating process.
- Elimination of charge per application payment to NIC for each online application processed.
- Applications for state jobs can be completed online by prospective applicants by utilizing self-service functionality located at a kiosk or arrangements with career centers, libraries or any other web enabled state location.
- Applicants submit applications online for vacant positions only.
- Provide the ability to post vacancies in accordance with business rules.
- Enable the system to determine qualified applicants or rank order applicants.
- Provide access to electronic employee/applicant files of previous experience and training (i.e., requires that employees and applicants keep file up to date).
- Integrate with HR and the new hire process; provide standard forms.
- Provide a streamlined centralized process.
- Provide a paperless applicant tracking, screening, and selection process; use workflow to pass forms through the completion and approval process; send electronic reminders/notifications; provide status queries.
- Provide a system-generated applicant log with security rules for access; include rules requiring a predetermined minimum number of applicants before posting can be closed; attach electronic documents.
- Provide electronic “skills” bank of applicants; system generates list of qualified applicants by comparing skills to required/preferred knowledge’s, skills, and abilities.
- Provide employee self service for completing employment applications; system provides spell checking; system ensures all fields on application are complete before it accepts the application.
- Provide imaging to convert paper applications and attachments to electronic format.
- Provide online electronic applications with online processing of forms, self help, rules-based workflow, and electronic notifications.

Process Name: Applicant Services	**Process Identifier:** AS
Sub-Process Name: Application Register Processing	**Sub-Process Identifier:** AS-03
Improvements Continued: • Provide scheduling of testing; provide online testing. • Require applicants to describe how they acquired requirements and preferences rather than simply listing their education and experience.	
Change Management Concerns: •	**Communication Actions:** •
Eliminated Non-Core Systems: • E-process	